

# Aurora Health Care ...

Helping to keep your  
employees safe and healthy.





## Occupational Health, Employee Assistance Program (EAP), and Wellness Services

Locally, Aurora Health Care provides a full range of services designed to help you maintain and improve the health and wellness of your employee population. This in turn helps to improve the overall health and wellness of your business. We believe that in order to do this, an integrated approach is most effective. The following pages showcase the services we offer. Together, they are designed to help you:

- Hire the right employees
- Keep them healthy
- Return them to work quickly and safely should an injury occur
- Keep health care costs down

We routinely evaluate our offerings as we continue to strive to provide the best level of care. If you have a need that is not highlighted, we encourage you to call our employer services team. They can be reached at 920-451-5539.



## Aurora Occupational Health Services

- Hire the right employee
- Keep them healthy
- Return them to work quickly and safely
- Keep health care costs down

*The health of your employees directly impacts the health of your business.*

As a result, many employers rely on Occupational Health Services to prevent problems, manage outcomes, comply with regulations, and ensure the continuing good health of their employees - and their business. The result is innovative solutions for a healthier, safer workforce, proven savings, and increased productivity for the employer.

## Who we are.

### Aurora Health Care's Occupational Health Services can help to:

- Create a safer workplace
- Reduce Worker's Compensation costs
- Reduce lost workdays
- Increase productivity
- Meet requirements under federal regulations

### We do this by ...

#### Employing the only local board certified occupational health provider

Dr. Sajidkhan S. Pathan, MD, MPH works closely with primary care providers, emergency room staff, urgent care and our walk-in clinic to aggressively target both medical and sick leave expenses. He works hard to use effective rehabilitation strategies that get employees safely back to work and minimize the risk of repeat injury.

#### Focusing on developing strong relationships

We focus on creating a partnership with our employer clients, especially in the areas of prevention and education. We strive to understand the challenges unique to each employer we work with. This often involves a site visit and a Workplace Assessment to reveal potential injury risks and identify solutions that minimize accidents and the resulting injuries.



### Living our "return to work" philosophy

Returning an employee to work quickly saves the employer money. However, it's also just as important for the employee's psychological and physical wellbeing. The result is a healthier, safer workforce, and continued cost savings.

### Providing case management experts

Our dedicated Worker's Compensation case management team works cooperatively with Dr. Pathan, local providers, employers, and the insurer to manage an injured worker's treatment. This team pro-actively monitors each case in order to ensure a prompt return to work.

Case management services are provided at no additional cost.

## Services we offer.

### Physical examinations

We perform pre-placement and periodic physical examinations. Physical examinations assess the capabilities of an employee or applicant to perform the essential functions of their job safely, with minimal risk to themselves or others.

Government agencies such as the Department of Transportation (DOT), the Occupational Safety and Health Administration (OSHA), and the Federal Aviation Association (FAA) have all developed regulations outlining requirements for physical exams. As experts in these regulations and the medical requirements, Aurora Occupational Health can provide the following physical exam services:

- Pre-placement physical exams
- DOT physicals
- Return-to-work or second opinion exams
- Independent medical evaluations
- FAA physicals
- Immunizations
- Periodic physicals
- Disability exams
- Fit for duty examination

### Drug and alcohol screening

Screening programs can be designed to assist you in providing a drug-free workplace and/or meet federal requirements such as DOT and FAA.

Pre-placement, reasonable cause, post-accident or random testing programs can be designed and implemented to meet your needs. These services include:

- Certified drug and alcohol collection technician services

- Certified Medical Review Officer (MRO) services
- Extended hours of collection
- Hair and urine (laboratory and rapid) drug testing
- Instant results with rapid drug screening
- Breath alcohol testing
- Drug and Alcohol Consortium services (DOT and non-DOT)

### Educational programs

We can provide customized education for employees and/or management on a variety of subjects, including but not limited to:

- Back pain
- Injury prevention and ergonomics.
- Blood borne pathogens
- Medic first aid/CPR/AED
- Drug and alcohol supervisor awareness
- OSHA, Safety and ADA Compliance

### On-site services

Aurora Occupational Health Services has adapted many programs for the employer worksite. Bringing our services to the employer saves time and helps to strengthen our relationship with the business and employees. Examples of on-site services are:

- Occupational health nurse services
- Physical and occupational therapy
- Ergonomic assessment and training
- Non-work related injury/illness nursing services
- Medical surveillance (vision, audio and pulmonary function testing)
- Immunizations

## What this means to the employer.

Direct (medical and insurance) and indirect (lost time, absenteeism, & retraining) costs associated with a worksite related injury or illness can have a substantial economic impact on an employer. The Department of Labor estimates that U.S. employers pay roughly \$1 billion per week for direct workers' compensation costs alone. The Bureau of Labor Statistics reports that injuries related to lifting, pushing, pulling, holding, carrying, or throwing cost businesses \$14.2 billion in direct costs and account for more than one quarter of the overall national burden.

### Aurora's Occupational Health program aims at helping employers trim costs in two ways:

1. Services to help employers prevent workplace injuries from occurring in the first place (screenings and assessments, safe lifting programs, workplace safety consulting).
2. Providing best practice care (Board Certified Occupational Medicine Physician focused on education and prevention) combined with dedicated case management in order to return the injured employee to work as quickly, safely, and efficiently as possible.





## Employee Assistance Program (EAP)

- Keep employees healthy
- Keep health care costs down

Stress and substance abuse comprise more than 25% of employer health care costs. Employees with drug and alcohol problems cost U.S. corporations an estimated \$120 billion annually in lost productivity.

Every year, depression costs U.S. businesses a grand total of \$83.03 billion (*through absenteeism, lost productivity, suicide, and treatment costs*).

## Who we are.

Aurora EAP has been serving employers since 1983. Today, we assist over 300 companies with their most vital resource – their employees. We provide a supportive network of over 400 counselors throughout the state of Wisconsin, and more than 1500 counselors throughout the U.S. and Canada. Nationally, we provide a confidential resource for resolving personal and family concerns early, before they become crises that affect health, morale, and job performance. We believe it



is essential to measure and report how our services contribute to your overall business goals. To support this, we have chosen to adopt the EAP value pyramid as a way of measuring many of our contributions to your organization.

### Health claims

The health claims component represents the estimated savings from eliminating costs of medical claims and further behavioral health treatment, as a result of services provided by our EAP counselors.

### Human capital

The human capital component represents estimated savings based on the avoidance of unscheduled time off for employees, the costs of less-than-full effort while employees are on the job (presenteeism), and the costs to replace employees when they're not meeting job expectations.

### Organizational

The organizational component represents the value of EAP services that are delivered at the organizational level and includes activities such as educational programs and training sessions, crisis services, and management consultations.

## Services we offer.

### Assessment and referral

Up to three consultations are available to help employees and dependents deal with a wide range of challenges that impact health and workplace productivity. Depending upon the presenting concerns, EAP assessment counselors may link employees with community resources, support groups, additional EAP work-life services, or insurance billable treatment.

### Short-term problem resolution

Packages of up to six or eight goal-focused sessions are provided to help clients work through problems without accessing their insurance.

### Employee and family consultations

When employees and household members seek services, our clinical staff provides:

- 24/7 coverage
- In-person or telephone appointments
- Interpreter services
- Substance abuse professional services
- Use of behavioral change coaching modules
  - Anger Management
  - Coping with Stress, Anxiety and Change
  - Rethinking Drinking, Marijuana Use, Tobacco Cessation
  - Communication/Conflict Resolution

### Work-life services

Work-life programs are an essential component of a comprehensive EAP. To help you promote a work life balance with your employees, we offer:

- Child and elder care referral services
- Legal, financial, & mediation consultations
- Adoption information services
- Education resources (K-12 and higher education)

### Management consultation services

We have a service standard of 24/7 availability for management consultation and support. Our account executives are available on an unlimited basis to consult with managers and supervisors. Consultation services may include:

- Sensitive workplace issues
- Management trainings (*Please inquire for a complete list of training options.*)
- Staff development
- Guidance on workplace policies and procedures
- Supervisory referrals
- Participation with wellness committees and health fairs
- Drug and alcohol consultation, including DOT services

### Crisis response

Crisis are often unexpected and always difficult. We help manage crises in the following ways:

#### Pre-incident services

- Education
- Policy guidance
- Training

#### Crisis intervention strategies

- Employee crisis line
- Management of crisis consultations

#### On-site support

- Defusing/Debriefing
- Information management
- Follow-up guidance

### Educational programs

The Aurora EAP provides on-site, near site, or distance based educational programs to support the organizational goals of our customers. Our trainers are experienced facilitators with demonstrated skills in program content and delivery.

## What this means to the employer.

Mental health is among the top medical expenses an employer faces. What happens in an employee's personal life can have a significant effect on what happens in an employee's work life. When an employee is at work, you want them to be productive, safe, and focused on the task at hand. Investing in your employee's well-being is investing in your company's well-being.

- Aurora EAP can help employers effectively eliminate the burdens of unmanaged stress, depression and substance abuse in their workforce.
- Over 80% of cases presented to the Aurora EAP have been resolved without the need for further treatment.
- For every \$1 invested in the program, employers save from \$5 to \$16





## Wellness

- Keep employees healthy
- Keep health care costs down

According to the Centers for Disease Control, nearly 75% of America's health care dollars go toward the treatment of illness and disease associated with chronic conditions (obesity, arthritis, cancer, high blood pressure, diabetes).

Some data predicts that there will be a 42% increase in chronic disease cases by the year 2023. Recent estimates attribute nearly 21% of U.S. health care costs to obesity related conditions. The majority of these costs are preventable. They are due to lifestyle choices and modifiable risk factors.

A well planned worksite wellness program produces successful outcomes through promoting a culture that empowers employees to make better lifestyle choices.

## Who we are.

### **The burden that chronic illness places on our economy continues to rise as our workforce ages.**

At Aurora Health Care, we help people live well. As a company, we recognized a need to manage chronic conditions amongst our own population. Our efforts to target obesity as an underlying cause for many of the chronic illnesses we were seeing led to our employees losing a total of 41,000 pounds in the first year. That equals real healthcare dollars saved.

### **Early detection, prevention, and behavior change provide a greater chance for long term cost savings than simply treating an illness.**

We help to identify areas of increased risk (individuals in need of mammograms, colonoscopies, and/or management of chronic conditions) and proactively reach out to engage those at risk.

Aurora's Wellness programs offer preventive health services with a focus on improving employee health and reducing employer spending. We believe that the program needs to be results driven, evidence based, and tailored to meet the unique needs of each individual employer. We use Population Health Data to provide the framework for your company's wellness strategy and how to define and evaluate success.

### **The Affordable Care Act (ACA) and Wellness**

The new regulations outlined in the ACA now give employers a greater incentive to keep their workforce healthy. There isn't an actual

"tax credit" associated with offering a wellness program to your employees. However, you may be eligible to take advantage of certain tax write offs associated with the business expense of offering a worksite wellness program. What you have the ability to write off will depend upon which type of program you choose to offer; "Participatory" or "Health Contingent."

Each type of program is complex with its own set of regulations and strict criteria. We can help you understand which program might be the best fit for your company, and help you develop and design that program within the confines of those regulations and criteria.



## Services we offer.

Whether you have an established wellness program, or are just starting out, we can help. Our experts have significant experience in helping companies develop and deliver evidence based wellness strategies. Most programs include:

### **Health Risk Assessments (HRA) and Biometric Screenings**

- Immediate biometric results (blood pressure, BMI, glucose, etc.) with education and goal setting
- Online or paper questionnaires
- Finger stick or venipuncture blood draw
- Aggregate employer report
- Comprehensive individual healthy lifestyle report
- Online wellness programs and portals

### **Wellness team consulting**

- We're happy to work directly with your wellness team to share what Aurora has been able to successfully do with our own employee population.

### **Evidence Based Wellness Strategy Development**

#### **Predictive Modeling**

- ROI prediction
- Identification of risk stratification
  - Are your employees at high risk, moderate risk, or low risk according to their health status?
  - We proactively work to move individuals and population as a whole toward low risk.



### **Incentive program management**

### **Employee Wellness presentations and workshops**

#### **Lifestyle management programs**

- Tobacco Cessation
- Weight Management
- Stress Management
- Activity-based challenges

### **Wellness related newsletters and postings for your workplace**

### **Continued program evaluation**

## What this means to the employer.

By focusing on lifestyle management and increasing awareness of health conditions, an employer can expect to not only see a return on investment (2:1 to 3:1 in 3 to 5 years), but also:

- Reduced risk of chronic conditions
- Reduced absenteeism
- Increased productivity
- Increased employee morale due to demonstrating to your employees that you are making a commitment to their health.
- A healthier and safer workforce

It's important to note that the ROI will be contingent on several variables. It may come sooner or it may take longer, but ultimately one of the safest investments an employer can make is on the health and wellness of its employees. With the right program, there **will** be an ROI. We have the necessary resources to help develop, implement, and support that successful program.





## Work Specialty Rehab Program (WSRP)

- Return the injured employee to work quickly and safely
- Keep health care costs down

As part of our commitment to reduce the cost associated with lost time by returning injured employees to work more quickly, safely and effectively, we've developed the **Work Specialty Rehab Program**. You may know this program by other names: Work Conditioning, Work Hardening, or Occupational Rehab. We've changed the name to better reflect the services we provide to our patients and stakeholders.

WSRP is an intense, comprehensive, interdisciplinary, and patient centered program designed to increase a client's ability to return to work following a work-related injury.

- 94% of our patients maximize functional levels and return to gainful employment.
- 96% of our patients would recommend our clinic to friends and family.

## Who we are.

**Injuries happen.** We do our very best to help you prevent them from occurring, but when they do, we aim to return the injured employee to work as quickly and safely as possible.

We believe that the road back to work involves a coordinated team effort, and we work hard to keep every member of the team updated and involved.

- The Patient
- Employer
- Physician
- Rehab Case Management
- Internal Case Management
- Physical Therapy
- Occupational Therapy
- Licensed Athletic Training
- Other Stakeholders

We address all aspects of our patients and their injuries with the goal of returning to work quickly and safely. Our program decreases the harmful effects of inactivity, which include poor body mechanics, decreased core strength, decreased flexibility, decreased endurance, and weight gain.

- We encourage patients to think about returning to work **early** in their recovery process.
- We assist the physician with recommendations for progression of light duty to full duty as soon as possible.
- We coordinate with employers to enable the patient to transition to a modified schedule while participating in our WSRP.

## Services we offer.

Our program is offered by our trained and experienced rehabilitation staff in a gym specifically designed to accommodate work simulation. The patient will work with the treatment team for two hours or more per day. Focus will be on education of proper body mechanics, work simulation tasks, increasing core strength, flexibility and endurance. The ultimate goal is to successfully return the patient to his or her job.

In order for a patient to participate in the WSRP, three requirements need to be met:

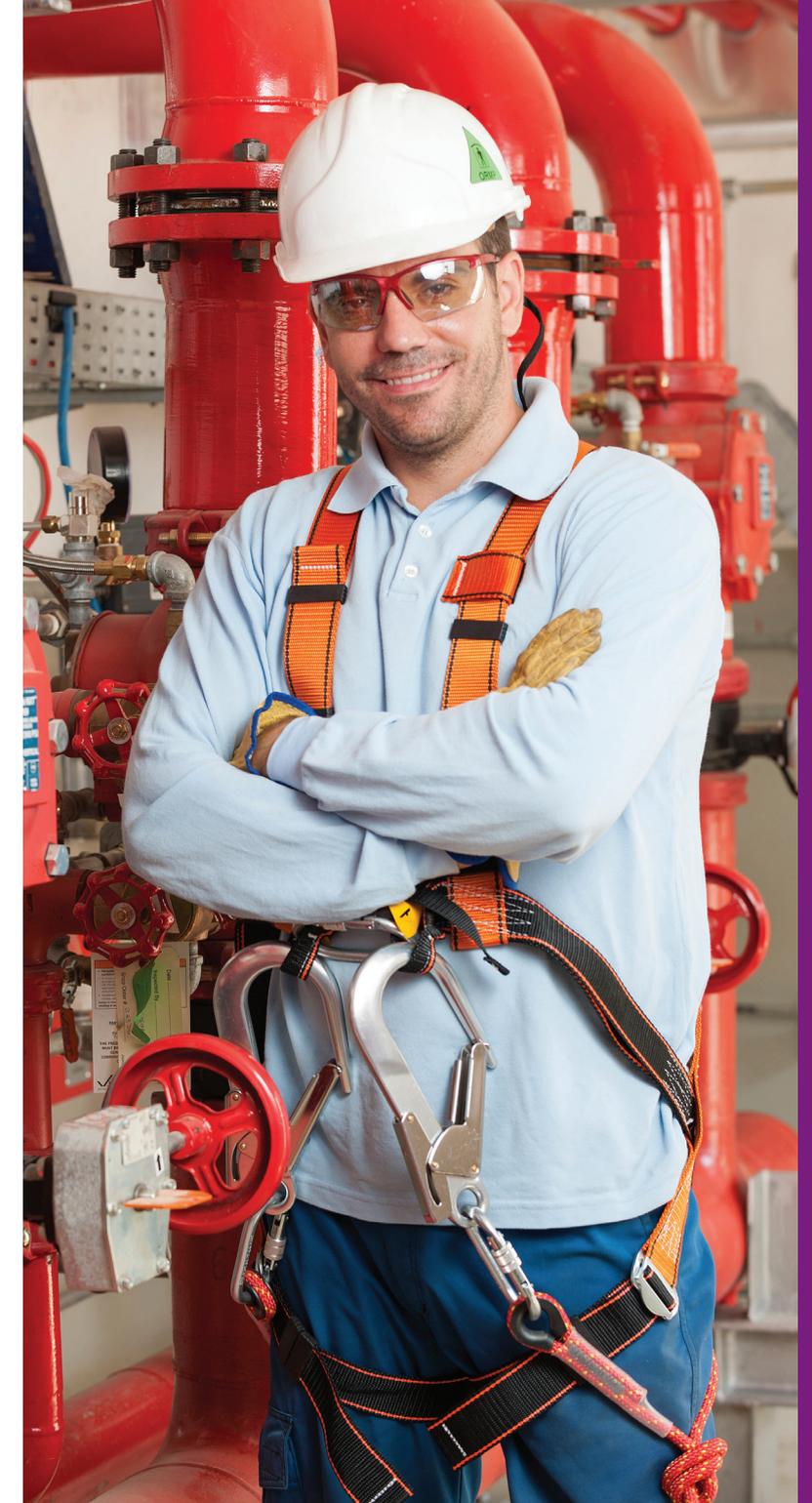
1. A script from their doctor referring the patient to WSRP specifically.
2. Confirmation of authorization from the worker's compensation carrier prior to proceeding with the order.
3. Patient's blood pressure needs to be below 150/100 to safely begin WSRP.

Once the patient is admitted as a participant in the WSRP, we develop a specialized treatment plan. We take a look at the information gathered from our job site assessment and simulate the participant's work activity during their treatment sessions.



## What this means to the employer.

We developed this intense, comprehensive program because we are payer sensitive. We realize that lost days of work and turnover impact the bottom line. Case closure is a priority. Due to the nature of the program, the employee returns, ready to work, quicker than a typical worker's compensation case. The comprehensive and team oriented approach not only supplies the employee with the support necessary to make a speedy recovery, but supplies the employer with the support necessary to be confident that their employees are in the best hands to make that recovery.





[AuroraHealthCare.org](http://AuroraHealthCare.org)